

Confidence with Customers

90 min -
½ day

'If you don't look after your customers, somebody else will.'

Business Scenario Repeat business and customer loyalty are invaluable within most organisations. In the UK an astonishing 70% of customers feel let down by their service providers. The challenge to provide customer satisfaction never ends. Staff and their managers have to take responsibility for building lasting customer relationships. Whether we work in profit or non-profit making organisations, how we treat our customers will often determine our success.

Your Booster Session This thought provoking and heavily interactive session is suitable for those needing a refresher for superb customer service delivery. Or, for those who have a good basic knowledge of customer service but wish to take their skills to the next level. Explore and practise techniques that will help manage customer expectations and build your professional confidence with customers.

Course Objectives By the end of the course you will be able to:

- Identify the qualities and benefits of good customer service
- Communicate more effectively with angry and difficult customers
- Examine the skills needed to better understand customer expectations

Course Content

- Understanding the four levels of customer service.
- Commit to a high level of customer service
- Create a 5 step plan for delivering superior service.

Course Features You will develop practical insights into the meaning of customer care using discussion, exercises, case studies and sharing past experiences. You will practise the inter-personal skills needed when dealing with customers, both internal and external.

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Turning Learning into Action...*

